

HSS Board COMMUNIQUÉ

June 2021 Meeting

This communiqué highlights key discussions from the Health Support Services (HSS) Board meeting held on 3 June 2021.

The Board was pleased to welcome East Metropolitan Health Service (EMHS) Board Chair, Ian Smith and Chief Executive (CE), Liz MacLeod. The HSS Board invited the EMHS Board Chair and CE to attend the meeting as the members were keen to hear from customers about what was working well, and if there were any areas for improvement. The discussion and feedback provided will be utilised in the HSS strategic planning process.

Key Discussion

Members of the HSS Executive attended the meeting to provide updates on the major programs being delivered across the organisation, including the recent Customer Satisfaction survey results (CSAT), the Human Resource Management Information System (HRMIS), and VaccinateWA.

The quarter three CSAT results were discussed, including the work being undertaken to identify a more effective reporting and analytics tool that will provide customer insights to assist HSS in implementing improvements.

The Board was briefed on a pilot that is being trialled for customers using HSS services in the Accounts Payable and Procurement and Supply areas. The pilot's objective is to gain more meaningful feedback from HSS customers to improve service quality.

The HealthNext program discussion focussed on the transition of workstreams and successful progression towards completion of the program.

The Medical Imaging Replacement Program (MIRP)'s User Acceptance Testing (UAT) was highlighted, including the positive feedback given by the Health Service Provider (HSP) representatives.

Chief Executive's Update

During April 2021 a key priority has been supporting the WA Health COVID Vaccination Program. The WA Premier announced the release of the VaccinateWA link to the public for week commencing 24 May 2021 for members of the public to register and log-in to the system, regardless of whether they are currently eligible to receive a COVID vaccine.

In anticipation, HSS assisted with rapidly onboarding employees for the 13 COVID phone line to respond to the increased volume of calls coming through to the contact centre.

As at 24 May 2021 SafeWA has recorded over 214 million scan events since contact registration became mandatory on 5 December 2020, with 76k business registered and 1.909M individuals.

HSS Service Level Agreement (SLA) performance was 76%, against a target of 80% with 26 of 34 KPIs achieved. Five red KPIs were recorded this month.

The Board were updated on the Electronic Medical Record (EMR) program and the ICT Governance Review.

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Key Decisions

The Board approved:

- the donation of PPE to India, Nepal and Sri Lanka.

Board Reports and Papers noted

The Board also received the following reports and papers for discussion and noting:

- Program Delivery (HRMIS, HealthNext, MIRP, Customer Portfolio) – Portfolio Dashboard & Program Updates
- ICT Key Issues and Emerging Risks
- Chief Financial Officer's Report
- Performance Report
- People & Performance Committee Report
- Board Administration Report.

Attendance

Mr Michael Walsh (Chair)

Ms Margaret Pырchla (Deputy Chair)

Dr Paul Boyatzis

Dr Rowan Ellis

Ms Amanda McKnight

Ms Diana Forsyth

Dr Con Phatouros

Ms Yaso Ponnuthurai

Ms Cheryl Chan

Apologies

Mr Jonathan Ford

Standing Executive Invitees

Mr Robert Toms, Chief Executive

Ms Carrie Wilson, Director, Finance and Operations

Ms Carolyn Peel, A/Executive Director, Customer Experience

Ms Alison Mann, A/Director, Office of the Chief Executive

Next Meeting

The next meeting will be held on 1 July 2021 at 140 William Street, Perth WA 6000.

Mr Michael Walsh

Chair, Health Support Services Board